

# Model 28111 Series DECT 6.0 Cordless Handset Speakerphone System User's Guide



The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

## Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna that is, the antenna for radio or television that is "receiving" the interference.
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

## Licensing

Licensed under US Patent 6,427,009.

## FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

<p><b>WARNING:</b> TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.</p>	<p><b>CAUTION:</b> RISK OF ELECTRIC SHOCK. DO NOT OPEN. CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER OR BACK. NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.</p>	<p><b>THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF DANGEROUS VOLTAGE INSIDE THE PRODUCT.</b></p>
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

## Introduction

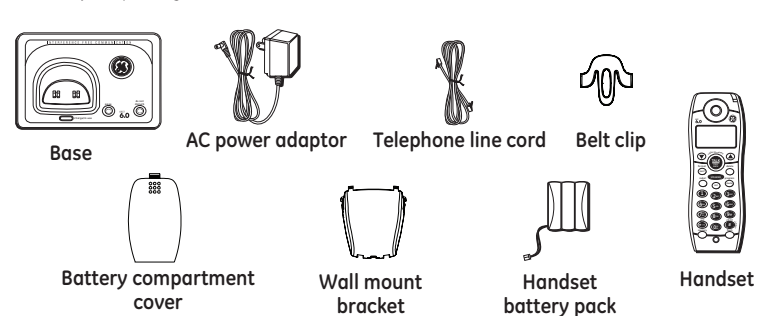
**CAUTION:** When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

**IMPORTANT:** Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

## Before You Begin

### Parts Checklist (for 28111xx1 model)

Make sure your package includes the items shown here.



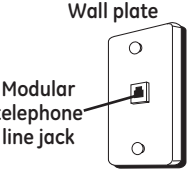
For Model 28111xx2 there will be ONE additional handset, charge cradle, belt clip, battery pack and cover than shown above.

For Model 28111xx3 there will be TWO additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

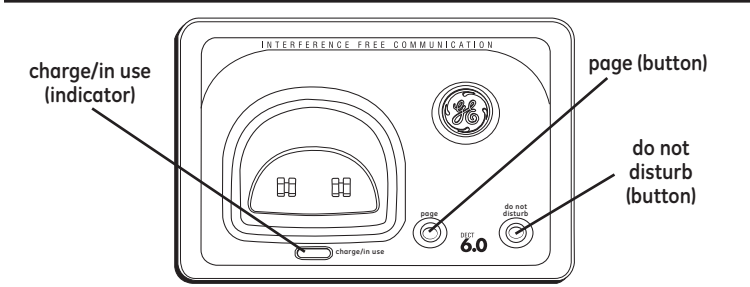
For Model 28111xx4 there will be THREE additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

## Telephone Jack Requirements

To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.



## Base Layout



## Installing the Phone

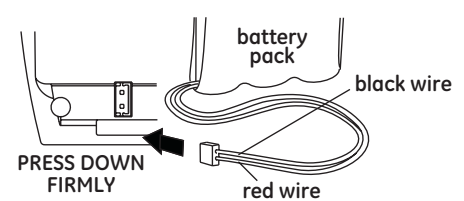
### Installing the Handset Battery before use.

**NOTE:** You must connect the handset battery before use.

**CAUTION:** To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2721, that is compatible with this unit.

1. Locate battery and battery door which are packaged together inside a plastic bag and separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment.

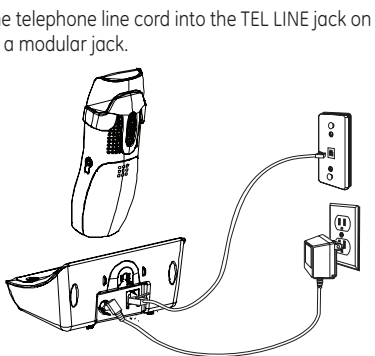
**NOTE:** To ensure proper battery installation, the connector is keyed and can be inserted only one way.



4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

## Base Station

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.
2. Plug one end of the telephone line cord into the TEL LINE jack on the back of the base and the other end into a modular jack.



3. Plug the AC power adaptor into the electrical outlet and the DC connector into the jack on the back of the base.
4. Place the handset in the base cradle. The charge/in use indicator turns on, verifying the battery is charging.
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

**CAUTION:** Use only the Thomson Inc. 5-2715 power adaptor that came with this unit. Using other power adaptors may damage the unit. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

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## Wall Mounting

1. Turn the base over.
2. Attach the wall mounting pedestal by first inserting the tabs on the open edge of the pedestal into the slots on the lower portion of the back of the base. Then push down and snap the pedestal into place. (Wall plate not included.)
3. Slip the mounting holes (on the back of the base) over the wall plate posts, and slide the unit down into place. (Wall plate not included.)

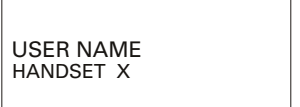
**NOTE:** If you make a mistake, use the delete button to backspace and delete one character at a time.

**NOTE:** If desired, gather the extra telephone line and power adaptor cord and store inside the wall mounting bracket.

## Programming the Telephone

### Standby Displays

The handset displays the handset number and user name.



## Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Room Monitor and Handset Setup.

### Room Monitor (applicable only with additional handsets)

1. Make sure your phone is OFF (not in talk mode).
2. Press the mute/program button to go to the main menu.
3. Press caller ID-volume (▼ or ▲) button to scroll to ROOM MONITOR.
4. Press mute/program button to enter ROOM MONITOR menu. ROOM MONITOR EXTENSION? shows in the display.



5. Use the touch tone pad to enter the handset name/number to be monitored.

**NOTE:** When this phone system is expanded up to 4 handsets by purchase of optional Model 28110 handset with recharge cradle, handsets are named HANDSET 1, HANDSET 2, HANDSET 3 and HANDSET 4 respectively.

6. The receiving handset will turn on the microphone and the originating handset will turn on the speakerphone to monitor sound from the receiving handset.

**NOTE:** For room monitoring mode to work, the originating handset must NOT be on the cradle.

**NOTE:** While in room monitoring mode, the handsets will emit an alert tone approximately every 5 seconds if there is an incoming call. You may press the SPEAKER button to quit room monitor and answer the call.

**NOTE:** While in room monitoring mode, the originating handset can be switched to monitor by handset earpiece by pressing the TALK/ CALL BACK button once. Switch back to speakerphone by pressing the SPEAKER button once.

**NOTE:** Press the \*TONE/exit button on the handset to exit room monitor mode.

## Handset Setup

1. Make sure your phone is OFF (not in talk mode).
2. Press the mute/program button to go to the main menu.
3. Press caller ID-volume (▼ or ▲) button to scroll to HANDSET SETUP.
4. Press mute/program button to confirm and you may program the following items: Language, Handset Name, Ringer Tone, Ringer Volume, VIP Melody, Key Tone, Area Code, Tone/Pulse, Registration, De-registration and Default Setting.

**NOTE:** During programming, you may press the \*TONE/exit button at any time to exit the sub-menu and return to the menu.

## Language

1. Press the caller ID-volume (▼ or ▲) button to scroll to the SET LANGUAGE sub-menu.
2. Press mute/program button to enter the menu. SET LANGUAGE ▶ IENG 2FRA 3ESP shows in the display. The default setting is IENG.
3. Use the touch tone pad on the handset to select IENG, 2FRA, 3ESP, or use the caller ID-volume (▼ or ▲) button to scroll to the desired language.

**NOTE:** If the desired number/record was previously stored in any one of the ten VIP melody records, DUPLICATE NUMBER shows in the display.

## Changing a Stored VIP Melody Record

Use the Storing VIP Melody procedure to change the number of a selected record and replace the old phone number with new phone number.

When REPLACE VIP# ? shows in the display, you must press mute/program button on the handset to confirm replacement.

## Reviewing And Deleting Stored VIP Melody Record

1. Press the caller ID-volume (▼ or ▲) button to scroll to the VIP MELODY sub-menu.
2. Press mute/program button to select VIP MELODY feature and then display VIP 1 record.
3. Use the caller ID-volume (▼ or ▲) button to scroll to the desired VIP Melody Record.
4. If you want to delete the information, press the delete button on the handset while the entry displays. The display shows DELETE VIP# ?
5. Press delete again to confirm. You will hear a confirmation tone and VIP# DELETED shows in the display.

## Key Tone

1. Press the caller ID-volume (▼ or ▲) button to scroll to the KEY TONE sub-menu.
2. Press mute/program button to enter the menu. SET KEY TONE ▶ 1ON 2 OFF shows in the display. The default setting is 1ON.
3. Use the touch tone pad on the handset to select 1 or 2, or use the caller ID-volume (▼ or ▲) button to scroll to your selection.

## Ringer Tone

You may choose from ten different ringer tones and ten different melodies.

### From the Handset Setup Menu:

1. Press the caller ID-volume (▼ or ▲) button to scroll to the RINGER TONE sub-menu. The default setting is 01.
2. Press mute/program button to enter the menu. SET RINGER TONE 01 shows in the display. You will hear a sample of the ringer tone/melody you select.

3. Use the caller ID-volume (▼ or ▲) button to scroll to the desired setting (1 through 20). You will hear a sample of the ringer tone/melody you select.
4. Press the mute/program button to save your selection. You will hear a confirmation tone and the selected ringer tone shows in the display.

**NOTE:** You must have the Ringer Volume set to ON for ring tone to signal an incoming call.

## Ringer Volume

1. Press the caller ID-volume (▼ or ▲) button to scroll to the RINGER VOLUME sub-menu.
2. Press mute/program button to enter the menu. SET RINGER ▶ 1HI 2LO 3OFF shows in the display. The default setting is HI.
3. Use the touch tone pad on the handset to select 1, 2 or 3, or use the caller ID-volume (▼ or ▲) button to scroll to your selection.
4. Press the mute/program button to save your selection. You will hear a confirmation tone and the new volume setting shows in the display.

**NOTE:** If you turn the ringer OFF, the ringer off icon shows in the display.

## VIP Melody

This feature allows you to assign a specific melody to someone you want to get your attention when the person calls. When a VIP melody is assigned and that person calls, the unit rings the normal ring for the first ring and then follows with VIP melody ring. You may choose from ten different polyphonic melodies and may store up to 10 VIP records.

**NOTE:** This feature ONLY works when the following conditions are met. 1. You have subscribed to Caller ID. 2. You have your Caller ID record previously transferred to the memory. (Refer to Storing CID Records in Internal Memory. NO USER memory will show in the display to remind the user to do CID record transfer first.

1. Press the caller ID-volume (▼ or ▲) button to scroll to the REGISTRATION sub-menu.
2. Press the mute/program button to enter the menu. REGISTRATION 1YES ▶ 2NO -- shows in the display. The default setting is 2NO.
3. Use the touch-tone pad to select 1 for YES or 2 for NO. Or use the caller ID-volume (▼ or ▲) button to scroll to 1YES or 2NO.
4. If you select YES, press the mute/program button. HOLD BASE PAGE FOR 5 SECONDS, THEN PRESS HANDSET PROGRAM shows in the display. (Your handset should be held near the base during registration process.)
5. Press and hold the page button on the base unit until the charge/in use indicator flashes. Press the handset mute/program button. REGISTERING shows in the display. HANDSET X REGISTERED shows in the handset display, where X is the handset number. You may now rename your handset. (Refer to Step 3 & 4 of Handset Name Section)

**NOTE:** If you are re-registering the handset through the handset menu; to rename your handset you must go to the Handset Name Section and start from the beginning step.

## De-Registration

De-registration cancels registration. During the de-registration process, keep the handset near the base.

**NOTE:** If the memory location does not contain any CID memory records and you are trying to mark a specific record as VIP MELODY, then SELECT MEMORY will not be displayed. Instead, NO USER MEMORY will display in prompt to alert the user.

1. Press the caller ID-volume (▼ or ▲) button to view the records from memory to be selected as VIP.
2. Press mute/program button to confirm and then display VIP MELODY 01 to wait for the melody tone selection.
3. Press caller ID-volume (▼ or ▲) button to select from melody 01 to melody 10 (a testing tone is generated while making melody selection)
4. Press mute/program button to confirm.

**NOTE:** If the desired number/record was previously stored in any one of the ten VIP melody records, DUPLICATE NUMBER shows in the display.

4. Select NO, if you do not want to de-register.
5. If you select YES, press the mute/program button and MOVE NEAR TO BASE displays for 2 seconds, then CONFIRM? 1YES 2NO appears in the display.
6. Press the touch-tone pad to select 1 for YES or 2 for NO, or use the caller ID-volume (▼ or ▲) button to scroll to 1YES or 2NO.
7. If you select YES, press the mute/program button to confirm. DE-REGISTER... shows in the display. You will hear a confirmation tone. Then HANDSET X DEREGISTERED shows in the display to confirm the handset is de-registered.

## Global De-registration

If one or more handsets becomes lost, you should de-register all handsets to ensure proper system operation. Follow the steps below to de-register all handsets at the same time.

**WARNING:** It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

1. Disconnect power from the base by pulling the plug out of the back of the unit.
2. Press and hold the Page button and while holding the Page button reconnect the power.
3. Continue to hold the Page button until the charge/in use light flashes rapidly.

## Key Tone

1. Make sure the phone is OFF (not in talk mode).
2. Press the #pause/ringer button again to save and display the new selection for a few seconds.

## Flash/Call Waiting

If you subscribe to the combined Call Waiting Caller ID service from your local telephone company, you will receive Caller ID information (if available on Call Waiting calls. During a phone call, you will hear a brief to indicate another call is waiting on the line and Caller ID information for the waiting call shows on the handset display.

- To connect to the waiting call, press the flash button on the handset, and your original call is put on hold.
- To switch between the two calls, press the flash button.

**TIP:** Do not press the TALK/CALL BACK button on the handset to activate a custom calling service, such as call waiting, or call will disconnect.

4. Release the Page button.
5. Press and release the page button on the base once. All handsets are de-registered and HANDSET NEEDS REGISTRATION shows in the display.

## Area Code

1. Press the caller ID-volume (▼ or ▲) button to scroll to the AREA CODE sub-menu.
2. Press mute/program button to enter the menu. SET AREA CODE --- shows in the display. The default setting is ---.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press the mute/program button to confirm. You will hear a confirmation tone and the new area code shows in the display.

**NOTE:** To restore the default setting to ---, press and release delete when SET AREA CODE shows in the display.

## Tone/Pulse

1. Press the caller ID-volume (▼ or ▼) button to scroll to the TONE PULSE sub-menu.
2. Press mute/program button to enter the menu. TONE/PULSE ▶ 1TONE 2PULSE shows in the display. The default setting is 1 TONE.
3. Use the touch-tone pad or caller ID-volume (▲ or ▼) to enter 1 TONE or 2 PULSE
4. Press the mute/program button to confirm. You will hear a confirmation tone and your selection shows in the display.

## Registration

Your packaged handsets) are pre-registered and ready to use. It is not recommended that a handset be registered again unless absolutely necessary.

### From the Handset Setup Menu:

1. Press the caller ID-volume (▼ or ▲) button to scroll to the REGISTRATION sub-menu.
2. Press the mute/program button to enter the menu. REGISTRATION 1YES ▶ 2NO -- shows in the display. The default setting is 2NO.
3. Use the touch-tone pad to select 1 for YES or 2 for NO. Or use the caller ID-volume (▼ or ▲) button to scroll to 1YES or 2NO.
4. If you select YES, press the mute/program button. HOLD BASE PAGE FOR 5 SECONDS, THEN PRESS HANDSET PROGRAM shows in the display. (Your handset should be held near the base during registration process.)
5. Press and hold the page button on the base unit until the charge/in use indicator flashes. Press the handset mute/program button. REGISTERING shows in the display. HANDSET X REGISTERED shows in the handset display, where X is the handset number. You may now rename your handset. (Refer to Step 3 & 4 of Handset Name Section)

**NOTE:** If you are re-registering the handset through the handset menu; to rename your handset you must go to the Handset Name Section and start from the beginning step.

## De-Registration

De-registration cancels registration. During the de-registration process, keep the handset near the base.

**NOTE:** If the memory location does not contain any CID memory records and you are trying to mark a specific record as VIP MELODY, then SELECT MEMORY will not be displayed. Instead, NO USER MEMORY will display in prompt to alert the user.

1. Press the caller ID-volume (▼ or ▲) button to view the records from memory to be selected as VIP.
2. Press mute/program button to confirm and then display VIP MELODY 01 to wait for the melody tone selection.
3. Press caller ID-volume (▼ or ▲) button to select from melody 01 to melody 10 (a testing tone is generated while making melody selection)
4. Press mute/program button to confirm.

**NOTE:** If the desired number/record was previously stored in any one of the ten VIP melody records, DUPLICATE NUMBER shows in the display.

4. Select NO, if you do not want to de-register.
5. If you select YES, press the mute/program button and MOVE NEAR TO BASE displays for 2 seconds, then CONFIRM? 1YES 2NO appears in the display.
6. Press the touch-tone pad to select 1 for YES or 2 for NO, or use the caller ID-volume (▼ or ▲) button to scroll to 1YES or 2NO.
7. If you select YES, press the mute/program button to confirm. DE-REGISTER... shows in the display. You will hear a confirmation tone. Then HANDSET X DEREGISTERED shows in the display to confirm the handset is de-registered.

## Global De-registration

If one or more handsets becomes lost, you should de-register all handsets to ensure proper system operation. Follow the steps below to de-register all handsets at the same time.

**WARNING:** It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

1. Disconnect power from the base by pulling the plug out of the back of the unit.
2. Press and hold the Page button and while holding the Page button reconnect the power.
3. Continue to hold the Page button until the charge/in use light flashes rapidly.

## Key Tone

1. Make sure the phone is OFF (not in talk mode).
2. Press the #pause/ringer button again to save and display the new selection for a few seconds.

## Flash/Call Waiting

If you subscribe to the combined Call Waiting Caller ID service from your local telephone company, you will receive Caller ID information (if available on Call Waiting calls. During a phone call, you will hear a brief to indicate another call is waiting on the line and Caller ID information for the waiting call shows on the handset display.

- To connect to the waiting call, press the flash button on the handset, and your original call is put on hold.
- To switch between the two calls, press the flash button.

**TIP:** Do not press the TALK/CALL BACK button on the handset to activate a custom calling service, such as call waiting, or call will disconnect.

4. Release the Page button.
5. Press and release the page button on the base once. All handsets are de-registered and HANDSET NEEDS REGISTRATION shows in the display.

## Area Code

1. Press the caller ID-volume (▼ or ▲) button to scroll to the AREA CODE sub-menu.
2. Press mute/program button to enter the menu. SET AREA CODE --- shows in the display. The default setting is ---.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press the mute/program button to confirm. You will hear a confirmation tone and the new area code shows in the display.

**NOTE:** To restore the default setting to ---, press and release delete when SET AREA CODE shows in the display.

4. Press the mute/program button to save your selection. You will hear a confirmation tone.

3. Use the touch tone pad on the handset to select 1, 2 or 3, or use the caller ID-volume (▼ or ▲) button to scroll to your selection. HI is the default setting.
4. Press #pause/ringer button again to save and display the new selection for a few seconds.

## Flash/Call Waiting

If you subscribe to the combined Call Waiting Caller ID service from your local telephone company, you will receive Caller ID information (if available on Call Waiting calls. During a phone call, you will hear a brief to indicate another call is waiting on the line and Caller ID information for the waiting call shows on the handset display.

- To connect to the waiting call, press the flash button on the handset, and your original call is put on hold.
- To switch between the two calls, press the flash button.

**TIP:** Do not press the TALK/CALL BACK button on the handset to activate a custom calling service, such as call waiting, or call will disconnect.

## Last Number Redial

You may redial a number up to 32 digits long. To quickly redial the last number you dialed:

1. Press the TALK/CALL BACK button.
2. Press the redial button.

## Visual Indicators

The charge/in use indicator on the base will flash to alert you to an incoming call, during paging, or if you have a message waiting from your service provider. The indicator will remain lit when

## Intercom Operation (applicable only with additional handsets)

The intercom feature allows you to have a conversation with another registered handset without tying up the telephone line, allowing you to still receive incoming calls.

### Making an Intercom Call

- Make sure the handset is **OFF** (not in talk mode).
- Press the int button on the handset.
- Use the touch-tone pad to select the handset you want to page.

**NOTE: To cancel page, press the int button again or the \*TONE/exit button on the sending handset.**
- Wait for the person at the receiving handset to press the int button.

**NOTE: If the receiving handset does not answer within two minutes, the intercom call is automatically canceled. The originating handset displays NO ANSWER.**
- When finished, press the \*TONE/exit button or int button on either handset to deactivate the intercom.

**NOTE: The system is expandable up to 4 handsets (by purchase of optional Model 28110 handset with recharge cradle). When 4 handsets are registered, the system can handle 2 separate intercom operations at once, for example, 1st handset intercoms with 2nd handset while 3rd handset intercoms with 4th handset.**

### Receiving an Intercom Call

When you receive an intercom call, your handset beeps. To answer the call press the int button or TALK/CALL BACK button.

### Advanced Intercom Features

#### Receiving an Incoming Call During an Intercom Call

If you receive a telephone call during an intercom call, the intercom call is immediately terminated and both handsets ring. Either handset user may press the TALK/CALL BACK button to answer the call.

#### Using Intercom with External Telephone Calls

During a telephone call, you may use the intercom/paging function to page another handset and have an off-line, private (two-way) intercom conversation. You may also have a three-way conversation between the external caller and the handsets, or you may transfer the external telephone call to another handset.

**NOTE: Before you intercom/page another handset, you must decide whether you want to create a two-way or a three-way conversation.**

#### Two-Way Calling

- During an external call, press the int button, and use the touch-tone pad to enter the handset number you want to call.

**NOTE: The receiving handset presses the int button to answer the intercom call. Both intercom users may speak privately. The external caller will not hear the intercom conversation.**
- When finished, press the \*TONE/exit button or int button to end the intercom call, return to the talk mode, and resume your original telephone conversation.

#### Three-Way Calling

- During an external call, press the int button. **LINE ON HOLD EXTENSION?** shows in the display.
- Use the touch-tone pad to select Handset #. You will hear a paging tone and **PAGING** shows in the originating handset's display.

**NOTE: PAGING FROM... shows in the display on the receiving handset, and the receiving handset presses the int or TALK/CALL BACK button to answer the intercom.**
- When the receiving handset connects, press the conf/format button on the originating handset to conference with the receiving handset and the external caller. **CONFERENCE** shows in the display on the originating and receiving handsets.

**NOTE: A handset can enter conference mode directly by pressing TALK/ CALL BACK on the second handset during a call.**

#### Transferring External Calls to Other Handsets

During an external call, you may transfer the external call to another handset.

- Press the int button on the originating handset to put an external call on hold, and then page the receiving handset.

**NOTE: The system treats PAUSES as delays or spaces in the dialing sequence.**
- Use the touch-tone pad on the handset to select Handset #. You will hear a paging tone. **PAGING** shows on the originating handset's display, and **PAGING FROM...** shows on the receiving handset's display.
- When the receiving handset connects, press the TALK/CALL BACK button on the originating handset to transfer the call.

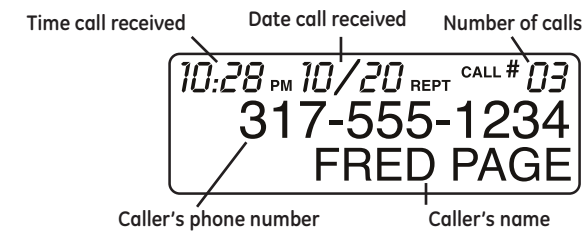
-OR-
- Press the TALK/CALL BACK button on the originating handset to transfer the call. If the receiving handset does not answer within 30 seconds, the originating handset rings back

and displays **CALLBACK**. If the originating handset does not answer within 20 seconds, the call is automatically dropped.

## Caller ID (CID)

**IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.**

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, date, and time.



### Call Waiting Caller ID

Provided you subscribe to Call Waiting Caller ID service from your phone company, if you receive an incoming call and you are using the GE multi handset system, a beep indicates the presence of a Call Waiting call on the line. The Call Waiting Caller ID information will be displayed and stored in the history of all handsets in the system.

- When you hear the call waiting beep in the handset receiver, press the flash button to put the current call on hold and answer the incoming call. Press flash again to return to the original call.

### Receiving CID Records

When you receive a call, the Caller ID information is transmitted between the first and second ring. The Caller ID information appears on the display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer the call.

### Storing CID Records (in CID Memory)

If you are not at home or cannot answer, your telephone's Caller ID memory stores the data for the 40 most recent calls you received so you can see who called while you were unavailable. When the 41st call is received, the oldest Caller ID record (1st call) is automatically deleted.

You may review the stored information at any time. Calls received since your last review show as **NEW** in the display. Calls that have not been previously reviewed but were received from the same number more than once show as **REPT** in the display.

### Reviewing CID Records

As calls are received and stored, the display is updated to let you know how many calls have been received. To scroll CID records:

- Make sure the phone is **OFF** (not in talk mode).
- Press the caller ID-volume (▼ or ▲) button to review the newest CID record.
- Press the caller ID-volume (▲) button to review the oldest CID record first.

### Dialing a CID Number

- Make sure the phone is **OFF** (not in TALK mode).
- Use the caller ID-volume (▼ or ▲) button to display the desired record.
- Press the TALK/CALL BACK or SPEAKER button. The number dials automatically.

**NOTE: Depending on (a) how the incoming caller's phone number is formatted when it is received, and (b) whether or not you previously pre-programmed your internal area code into the set up menu, you may need to adjust the format of the incoming caller's stored phone number before making the call, press the conf/format button to adjust the number, and try again.**

Available formats include:

Number of digits	Explanation	Example
<b>Eleven digits</b>	long distance code *1 + 3-digit area code + 7-digit telephone number.	1-317-888-8888
<b>Ten digits</b>	3-digit area code + 7-digit telephone number.	317-888-8888
<b>Seven digits</b>	7-digit telephone number.	888-8888

### Storing CID Records in Internal Memory

You may also store CID information in the phone's internal memory.

- Make sure the phone is **OFF** (not in TALK mode).
- Press redial button to display the most recent redial number.
- Use the caller ID-volume (▼ or ▲) button to scroll to desired redial number.
- Press memory button to display **SELECT MEMORY 01 - 50**.

- Use the caller ID-volume (▼ or ▲) button to scroll to the desired CID record.
- Press the Memory button to display **SELECT MEMORY 01-50**.

- Use the touch-tone pad to enter a memory location to store the number in that memory location. You will hear a confirmation tone.

**NOTE: If the memory location is occupied, *REPLACE MEMO?* is displayed, and you must confirm replacement by pressing the memory button.**

**NOTE: Press the \*TONE/exit button once to keep the previous setting (making no changes) and return to the menu.**

**NOTE: If the selected CID record contains any information that is non-numeric, the unit will not allow this record to transfer to the internal user memory. The handset will display *UNABLE TO STORE*.**

### To Replace a Stored CID Record

- Repeat steps 1 through 3 in Storing CID Records in Internal Memory. After you enter the memory location, **REPLACE MEMO?** shows in the display.
- Press the Memory button again, and the new CID record replaces the old memory in that location. You will hear a confirmation tone.

### Deleting a CID Record

- Make sure the phone is **OFF** (not in TALK mode).
- Use the caller ID-volume (▼ or ▲) button to display the CID record you want to delete.
- Press the delete button. The display shows **DELETE CALL ID?**
- Press the delete button to erase the record showing in the display. The display shows **DELETED**.

**NOTE: Press the \*TONE/exit button to return to the standby mode without deleting any CID records.**

### Deleting All CID Records

- Make sure the phone is **OFF** (not in TALK mode).
- Use the caller ID-volume (▼ or ▲) button to display any Caller ID record.
- Press and hold the delete button until **DELETE ALL?** shows in the display.
- Press delete button to erase all of the current CID records. The display shows **DELETED** followed by **NO CALLS**.

**NOTE: Press the \*TONE/exit button to return to the standby mode without deleting any CID records.**

## Memory

Each handset can store up to fifty 20-digit numbers with up to 15-character names in memory for quick dialing. This memory feature is in addition to the CID memory log, which stores up to 40 CID records in each handset.

### Storing a Name and Number in Memory

- Make sure the phone is **OFF** (not in talk mode).
- Press the memory button to display **SELECT MEMORY 01-50**.
- Press the desired memory location button (01 through 50) or use the caller ID-volume (▼ or ▲) button to scroll to desired memory location.

**NOTE: If the memory location is occupied, the memory location number and stored name and telephone number shows in the display. If the memory location is empty, *EMPTY* shows in the display.**

- Press the memory button. The display shows **ENTER NAME**.
- Use the touch-tone pad to enter a name (up to 15 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B, press the 4 key 3 times for the letter I, press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.
- NOTE: If you make a mistake press the delete button to backspace and erase the wrong character(s) or number(s).**

- Press the memory button to confirm and save the record. The display shows **ENTER TEL NUMBR**.

Use the touch-tone pad to enter the telephone number (up to 20 digits, including pauses (press #PAUSE button), and press the memory button again to save the record. The unit beeps to confirm.

**NOTE: The system treats PAUSES as delays or spaces in the dialing sequence.**

- To enter another name and number in a different memory location, return to step 2 and repeat the process.

### Storing the Last Number Dialed

You may transfer all three redial numbers into internal user memory.

- Make sure the phone is **OFF** (not in TALK mode).
- Press redial button to display the most recent redial number.
- Use the caller ID-volume (▼ or ▲) button to scroll to desired redial number.
- Press memory button to display **SELECT MEMORY 01 - 50**.

- Use touch-tone pad to enter two digit desired memory location (01 through 50). Display will show **ENTER NAME**.
- Follow step 5 in the "Storing a Name and Number in Memory" section to enter name.

**NOTE: If the memory location is occupied, *REPLACE MEMO?* is displayed, and you must confirm replacement by pressing the memory button.**
- Press memory button to save.
- Enter another name and number in a different memory location, return to step 2 and repeat the process.

**NOTE: If the redial number has more than 20 digits, it cannot be stored in memory.**

### Inserting a Pause in the Dialing Sequence (of a Stored Number)

Press the #pause/ringer button on the handset's touch-tone pad to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone). Each pause counts as one digit in the dialing sequence.

### Reviewing Records Stored in Memory

- Make sure the phone is **OFF** (not in talk mode).
- Press the memory button to display **SELECT MEMORY 01-50**.

- Press the caller ID-volume (▼ or ▲) buttons to scroll the records, or use the handset's touch-tone pad to enter the memory location number.

### Changing Records Stored in Memory

Follow the procedure for Storing Names and Numbers in Memory, except replace a stored telephone number with a new one.

### Deleting Records Stored in Memory

- Make sure the phone is **OFF** (not in talk mode).
- Use the caller ID-volume (▼ or ▲) button to display any CID record.
- Press and hold the delete button until **DELETE ALL?** shows in the display.
- Press delete button to erase all of the current CID records. The display shows **DELETED** followed by **NO CALLS**.
- Press the delete button to delete the record. **DELETED** shows in the display.

**NOTE: If you do not want to change or delete a record, simply press the \*TONE/exit button, or wait for one minute to exit the review mode automatically.**

### Dialing a Number from Memory

- Make sure the phone is **ON** (in talk mode) by pressing the TALK/CALL BACK or SPEAKER button.
- Press the memory button to display **MEMO # - -**.
- Use the touch tone pad to enter the memory location number. The number dials automatically.

- Make sure the phone is **OFF** (not in talk mode).
- Press the memory button to display **SELECT MEMORY 01-50**.
- Press the memory location for the phone number you want to dial, or use the caller ID-volume (▼ or ▲) button to scroll to the number you want to dial.
- Press the TALK/CALL BACK or SPEAKER button. The number dials automatically.

### Chain Dialing from Memory

Use this feature to make calls from records stored in memory which require a sequence of numbers, such as a calling card number used for a frequently called long distance number. The following example shows how you can store each part of the dialing sequence and use chain dialing to make a call through a long distance service:

The Number For	Memory Location
Long Distance Access Number	7
Authorization Code	8
Frequently called long distance number	9

- Make sure the phone is **ON** (in talk mode) by pressing the TALK/CALL BACK or SPEAKER button.
- Press the memory button, and then press 07.
- When you hear the access tone, press the memory button, and then press 08.
- At the next access tone, press the memory button and then 09.

## Belt Clip and Optional Headset

### Connecting the Belt Clip

- To attach the belt clip, insert the sides of the belt clip into the slots on each side of the handset.
- Snap the ends of the belt clip into place.

### Connecting an Optional Headset to the Handset

Each handset can be used with an optional headset hands free operation.

- Connect the headset to the headset jack on the side of the handset. The handset receiver and microphone are disabled when the headset is connected.
- Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately two to three inches from your mouth.
- Press the TALK/CALL BACK button to answer a call or make calls using the headset.
- To return to normal operation, unplug the headset from the jack.

## Changing the Battery

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2721, that is compatible with this unit.**

- Make sure the telephone is **OFF** (not in TALK mode) before you replace battery.
- Remove the battery compartment door.
- Disconnect the battery plug from the jack inside the battery compartment and remove the battery pack from the handset.
- Insert the new battery pack and connect the cord to the jack inside the battery compartment.
- Put the battery compartment door back on.

Place handset in the base or handset charge cradle to charge. **Allow the handset battery to properly charge for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

## Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the **Nickel-metal Hydride** battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

**NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at [www.rbrc.org](http://www.rbrc.org) or call 1-800-8-BATTERY or contact a local recycling center.**

## Display Messages

The following messages shows the status of the phone, provides Caller ID information, or helps you set up and use your phone.

<b>BLOCKED CALL / NAME / NUMBER</b>	Indicates the person is calling from a number which is blocked from transmission.
<b>CHARGING...</b>	Indicates the handset needs to charge for a period of time before it can resume normal function.

**DELETE ALL?** Prompt asking if you want to erase all CID records.

**DELETE CALL ID?** Prompt asking if you want to erase the CID record showing on the display.

**DELETE?** Prompt asking if you want to erase one of the 50 records stored in the phone's memory.

**DUPLICATE NUMBER** Under VIP melody feature, if the desired number/record was selected in any one of TEN VIP melody records before, **DUPLICATE NUMBER** shows in the display.

**END OF LIST** Indicates that there is no additional information in CID memory.  
**ENTER NAME** Prompt telling you to enter a name in one of the 50 memory locations.

**ENTER TEL NUMBR** Prompt telling you to enter a telephone number in one of the 50 memory locations.

**NEW** Indicates call or calls which have not been reviewed.

**HANDSET NAME** Prompt telling you to enter the user name for the registered handset.

**HANDSET NEEDS REGISTRATION** Indicates you must register a non-registered handset prior to use.

#### INCOMPLETE DATA

Caller information is interrupted during transmission or the phone line is excessively noisy. Indicates no CID information was received, you are not subscribed to CID service, or CID service is not working.

Displays on handset while the line is in use.

Indicates CID record is from a long distance call.

Indicates the battery needs to be charged.

Indicates voice mail has not been retrieved from service provider.

Indicates voice mail has been retrieved from service provider. XX represents the number of new CID records not reviewed.

Indicates there are no CID records in memory.

Indicates the memory location contains no user memories and the user is trying to mark a specific user record for VIP MELODY.

Indicates handset is too far away from the base. Move closer to the base.

Indicates handset is too far away from the base. Move closer to the base.

The audio link between handsets is established.

Someone pressed the page button on the base or int button on the handset

Indicates a repeat call message. Indicates a new call from the same number was received more than once.

Indicates handset is searching for the base.

Indicates the handset is in speakerphone mode.

Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

## Handset Sound Signals

Signal	Meaning
A long warbling tone (with ringer on)	Signals an incoming call
Three short beeps (several times)	Page signal
One beep every 7 seconds	Low battery warning

## Troubleshooting Guide

### Telephone Solutions

No dial tone

- Check or repeat installation steps:
  - Make sure the base power cord is connected to a working electrical outlet.
  - Make sure the telephone line cord is connected to the base and the wall jack.
  - Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or local service.
  - The handset may be out of range of the base. Move closer to the base.
  - Make sure the battery is properly charged (for 16 hours).
  - Make sure the battery pack (in the handset) is properly installed.
  - The handset should beep when you press the TALK/CALL BACK button, and the charge indicator on the base should be lit when the handset rests in the cradle. If not, the battery may need to be charged.
  - Place handset in charge cradle for at least 20 seconds to reset the unit.

Handset does not ring

- Make sure the handset ringer software switch is set to on.
- The handset may be out of range of the base. Move closer to the base.
- You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone.

You experience static, noise, or fading in and out

- The handset may be out of range of the base. Move closer to the base.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.
- Charge the battery (for 16 hours).

Unit beeps

- Clean the charging contacts on the cordless handset and base charge cradle with a soft cloth or an eraser.
- See solutions for "No dial tone" on previous page.
- Replace the battery.

Memory dialing doesn't work

- Did you program the memory location keys correctly?
- Did you follow proper dialing sequence?

Unit locks up or no communication between the base and cordless handset

- Unplug the power adaptor from the electrical outlet and the back of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 16 hours.

#### INCOMPLETE DATA

Caller information is interrupted during transmission or the phone line is excessively noisy. Indicates no CID information was received, you are not subscribed to CID service, or CID service is not working.

Displays on handset while the line is in use.

Indicates CID record is from a long distance call.

Indicates the battery needs to be charged.

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Indicates handset is searching for the base.

Indicates the handset is in speakerphone mode.

Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

## General Product Care

To keep your unit working and looking good, follow these guidelines:

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and base with a clean pencil eraser.

## Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You're out of range of the base.

## Service

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at **1-800-448-0329**. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Thomson Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at **1-800-448-0329**.